

Advocare Quality services

Division of Aging (DA)

- PCCR/PES
- Money Follows the Person (MFP)

Bureau of Quality Improvement Services (BQIS)

- Complaint investigations
- CERTs
- Incident Reports
- Mortality Reviews



Advocare Quality PCCR/PES support

Quality Planning Coordinator (QPC)

- Scheduling
- Upload/technical support

Quality Assurance/Quality Improvement Specialist

- On-site activities: PCCR and PES
- PCCR/PES follow-up
- CAP follow-up



Advocare Quality

Email information

- Contact information
- Confirmation of Schedule
- **Provider Requirements**
- QA/QI Specialist **Contact Information**
- **Quality Website**



Division of Disability and Rehabilitative Services 402 W WASHINGTON STREET, P.O. BOX 7083 INDIANAPOLIS, IN 46207-7083

Debra Pass, Council on Aging of Elkhart County, Inc. Care Center, Critical Signal Technologies, Inc. Cara Gingerich, AREA 2: REAL SERVICES INC.

From: Indiana Division of Aging

Comprehensive Review of Waiver Services (PES and PCCR) for CC Case #: G92K6

Announcement of Review

Date: 11/05/2014

Gayle Cooks has been selected for a comprehensive review of waiver serv Aging (DA). The review shall include a Personal Evaluation Survey (PES) and

As the contractor representing the Division of Aging (DA), Advocare Qualit and PCCR. The participation of your organization in this review is critical a smooth and collaborative process

> For additional information regarding the individual selected, pleas and refer to the case number listed above. Information regarding website, and logging in the Quality website is attached to this co

Based on conversations with the individual (and legal representative, if a concerned, this two-part review will be conducted as follows:

The first portion of the review, the PES, will be conducted with Gayle Cook SENTRY WAY DR #B ELKHART, IN 46517. A copy of correspondence to the included for your reference. Included in this portion of the review:

- · Personal Evaluation Survey with the individual
- Interviews with available staff members

The second portion of the review is the PCCR, which is comprised of docur site visits, and a closing meeting. A Quality Assurance/Quality Improvemen individual's case manager and current providers on 11/10/2014 at 2:00 pn for the closing meeting.

Prior to this meeting, the QA/QI Specialist may visit locations at which wai Specialist will also review the requested provider Plan of Care and case ma

Provider requirements

To aid in the Plan of Care review, providers are required to produce documentation illustrating procedures and processes used to generate effective plans and deliver quality services during the last 60 days. Documentation should be submitted within 72 business hours of receipt of this letter.

- All documentation can be uploaded directly to case within the online Quality system, accessible via the
 Quality website. Please refer to the attached PDF, "Easy Online Access," for step-by-step uploading
- In exceptional circumstances where it is simply not practical to upload a large volume of documentation, supporting documentation may be presented during the second meeting at the AAA office.
 Please note: The provider Plan of Care review should ngt be confused with additional compilance or

Case manager requirements

To aid in documentation review, case managers are requested to provide the following items. Documentation should be submitted within 72 hours of receipt of this letter

- Verification of completion of 20 hours of annual training for the last year
- If hired mid-year, verification of completion of orientation training within the last year.
 Individual's signature pages. CMs need to produce signature pages for the current CCB (which is the individual's budget for services), along with a signed copy of the most recent Pick List (showing the individual was provided choice regarding service providers).

For more information on the PCCR and requirements, the State of Indiana provides a Person-Centered Compliance Tool and Supplemental tools at the following location: http://www.in.gov/fssa/da/3942.htm

If you have questions regarding the PES or PCCR, please contact Xavier Qadar at Xavier.Qadar@fssa.lN.gov or at 260-449-5182. Thank you for your anticipated cooperation. A Quality QA/QI Specialist looks forward to meeting and working with you for a productive review experience.

Steve Bordenkecher, Assistant Director QA/QI Division of Aging Ronald Smith, QIS Director Ilim Dashlell, DA | Advocare Manager of Quality Programs and Services Xavier Qadar, DA | QA-QI Specialist







Advocare Quality

'Easy Online Access' PDF Guide

- Simple two-step process
- Technical details
- Troubleshooting tips

EASY ONLINE ACCESS

Person-centered Compliance Review



Your organization has been selected to complete a compliance review of services currently provided to an individual participating in the State of Indiana's Medicaid waiver program through the Division of Aging. Commonly known as the PCCR, this review involves a series of questions that require proof of response. In order to expedite this process, an online tool is available via the Quality website for your convenience. Ready to get started on the review process now? This document shows you how in a few simple steps.

FIRST CONTACT

Following your conversation with a Division of Aging representative, an account for your organization has been established on the Quality website. A link will be sent to the email address provided, which will include information for logging in and confirming this account. (Please note: This email must be opened from the email account noted here due to embedded security provisions.)

Have questions? Call anytime during your PCCR process (260) 407-6458

STEP 1

After logging in to the Quality website, you will see the following case ID number: ABCDE

Click on this case

STEP 2

Click on 'Document Upload Section' to review the requested documents.

- . Document larger than 20 MB? Please divide the document and upload each section separately.
- . After the document upload bar reaches 100%, click the blue 'Accept' button.

LET'S MAKE THIS SIMPLE!

If you don't have a digital document to upload, any of the following can create an acceptable digital document. As long as your document is readable, it can be uploaded as documentation!



Scan your documents



Take a photo with your table



We can read it.

Take a photo with your cell phone

TROUBLESHOOTING TIPS

- Use Internet Explorer version 10 or higher, Google Chrome, or Mozilla Firefox. (Older version of Explorer cause difficulty accessing the Quality site. They should change to Google Chrome or Mozilla Firefox.)
- If you don't receive email information from Quality as noted in this document, check your 'Spam' or 'Junk Mail' folder. Not found? Give us a call.

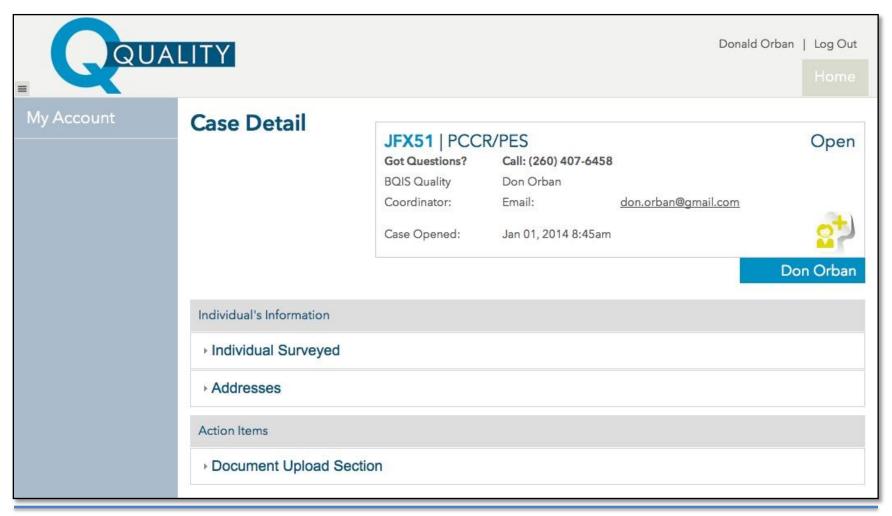


If you can read it.

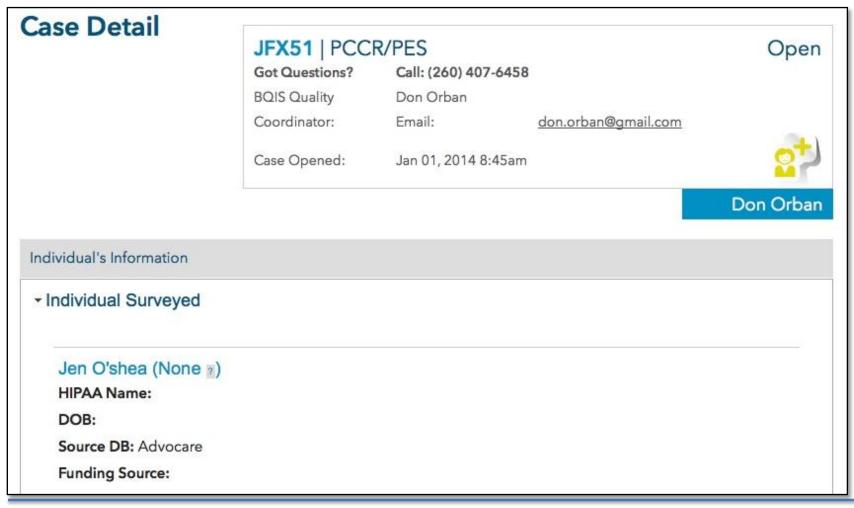
We're here to help! Call... (260) 407-6458

POCR ProviderEOA nW2 10172014





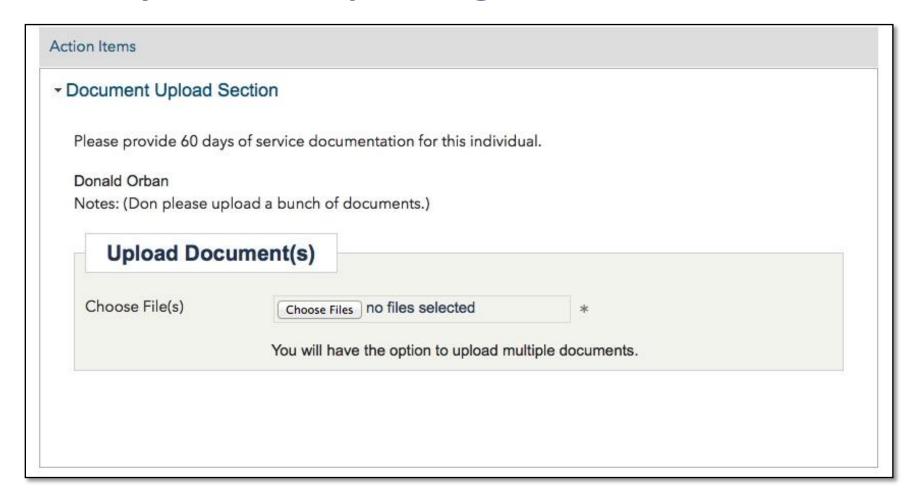




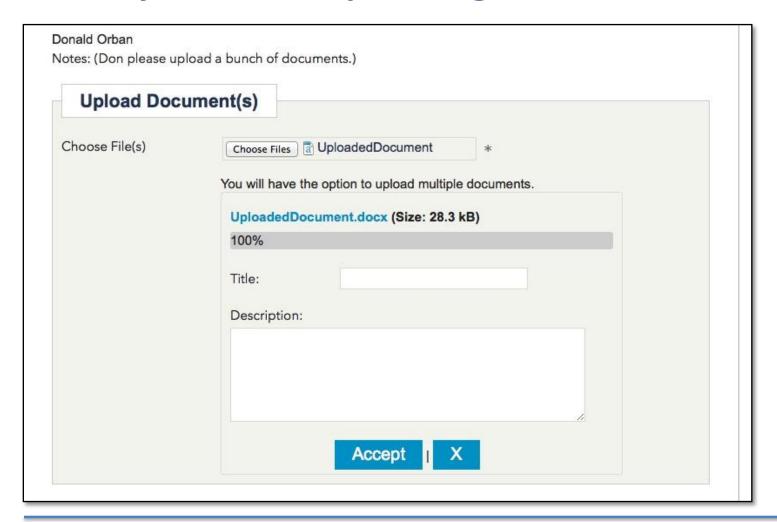


BQIS Quality Don Orban Coordinator: Email: don.orban@gmail.com Case Opened: Jan 01, 2014 8:45am Don Orban Individual's Information Individual Surveyed Addresses Accident Location (Primary) 231 W. US Highway 30 Valparaiso, IN 46385 Main Address 7115 W. 89th Place Crown Point, IN 46307

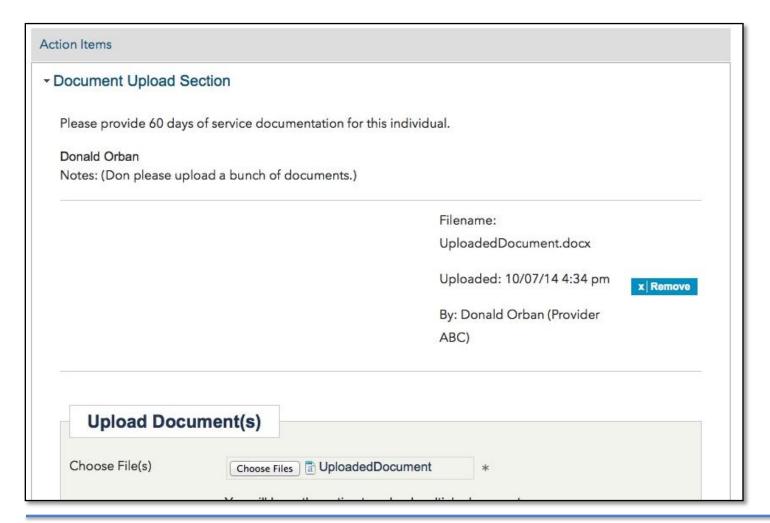














Nora Loechel, Director of Corporate Outreach n.loechel@uadvocare.com 317-602-6344

